

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

### Alcohol and Drug Abuse Services Family Forms

## Who Completed the Forms

One question on the survey asked who completed the form. This was important on the family forms. The following table describes who completed the forms for people served by Alcohol and Drug Abuse Services.

	CSTAR Adult Women	CSTAR Child/Adol.	CSTAR General	GTS Adult	Methadone
Mother	9 (25.7%)	177 (69.7%)	9 (33.3%)	21 (21.6%)	0 (0%)
Father	2 (5.7%)	30 (11.8%)	3 (11.1%)	7 (7.2%)	0 (0%)
Guardian	0 (0%)	21 (8.3%)	0 (0%)	1 (1.0%)	0 (0%)
Spouse	12 (34.3%)	0 (0%)	6 (22.2%)	27 (27.8%)	3 (75.0%)
Other	12 (34.3%)	26 (10.2%)	9 (33.3%)	41 (42.3%)	1 (25.0%)

## Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number of Forms Sent April 2002	Number of Forms Returned	Percent of Forms Sent Returned
Total Family Members	3730	465	12.5%
CSTAR Women Family Member	360	38	10.6%
CSTAR Women Alternative Family Member	61	0	0%
CSTAR Child/Adolescent Family Member	1381	288	20.9%
CSTAR General Family Member	472	29	6.1%
GTS Adult Family Member	1268	106	8.4%
GTS Child/Adolescent Family Member	100	0	0%
Methadone Family Member	88	4	4.5%

# Demographics of Family Member Receiving Services

Person completing form provided demographics of their family member receiving services. <sup>a</sup>

		Total State Served Consumers <sup>a</sup>	Total Family Survey Returns	CSTAR Women	CSTAR Adolescent	CSTAR General	GTS Adult	Methadone
<b>SEX</b>	Male	63.6%	59.4%	7.9%	61.7%	58.6%	74.0%	25.0%
	Female	36.4%	40.6%	92.1%	38.3%	41.4%	26.0%	75.0%
<b>RACE</b>	White	69.2%	80.4%	78.9%	78.4%	93.1%	83.3%	75.0%
	Black	28.9%	13.0%	15.8%	12.4%	6.9%	14.7%	25.0%
	Hispanic	0.5%	3.7%	2.6%	5.0%	0%	2.0%	0%
	Native American	0.4%	0.4%	0%	0.7%	0%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%	0%	0%
	Alaskan	0%	0.2%	2.6%	0%	0%	0%	0%
	Oriental	0.2%	0%	0%	0%	0%	0%	0%
	Bi-Racial	0.3%	2.2%	0%	3.5%	0%	0%	0%
	Other	0.5%	0%	0%	0%	0%	0%	0%
<b>AGE</b>			22.10	34.21	15.20	30.72	33.36	44.75
	0-17	10.9%	61.8%	0%	99.6%	0%	0%	0%
	18-49	82.6%	35.7%	92.1%	0.4%	86.2%	97.1%	75.0%
	50+	6.6%	2.4%	7.9%	0%	13.8%	2.9%	25.0%

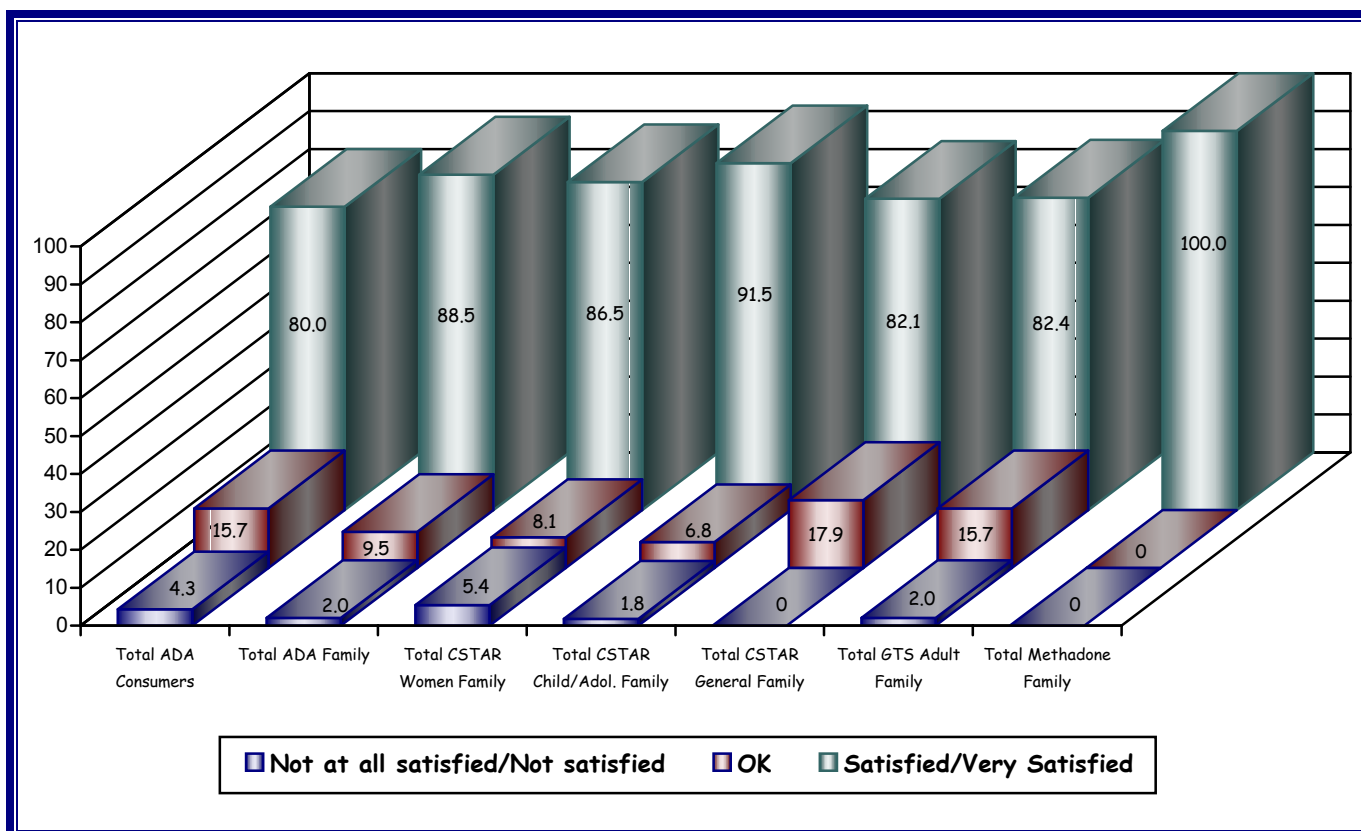
<sup>a</sup> The Total Served represents statistics on demographics based on the roster of those served April 2002.

## Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total ADA Family	335 (77.7%)	11 (2.6%)	85 (19.7%)
Total CSTAR Women Family	29 (82.9%)	1 (2.9%)	5 (14.3%)
Total CSTAR Child/Adolescent Family	210 (78.9%)	6 (2.3%)	50 (18.8%)
Total CSTAR General Family	21 (77.8%)	0 (0%)	6 (22.2%)
Total GTS Adult Family	72 (72.7%)	4 (4.0%)	23 (23.2%)
Total Methadone Family	3 (75.0%)	0 (0%)	1 (25.0%)

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Statewide, 88.5% of the families served by the Division of Alcohol and Drug Abuse (ADA) who responded to the survey were "satisfied" or "very satisfied" with the services their family member received.
- The highest satisfaction rating was in the Methadone program where 100% of the families who responded to the survey were "satisfied" or "very satisfied" with services. The CSTAR Child/Adolescent program was also rated highly.
- The lowest satisfaction rating was with the CSTAR General family members where 82.1% noted a "satisfied" or "very satisfied" rating.

# Satisfaction with Services

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women Family Member	CSTAR Adolescent Family Member	CSTAR General Family Member	GTS Adult Family Member	Methadone Family Member
with the staff who serve your family member?	4.26 (3671)	4.38 (453)	4.27 (37)	4.46 (284)	4.07 (28)	4.28 (101)	4.67 (3)
with how much your family member's staff know about how to get things done?	4.16 (3666)	4.28 (451)	4.24 (37)	4.37 (285)	3.92 (26)	4.12 (100)	4.33 (3)
with how your family member's staff keep things about his/her life confidential?	4.33 (3647)	4.48 (453)	4.41 (37)	4.54 (283)	4.18 (28)	4.40 (102)	4.67 (3)
that your family member's treatment plan has what he/she wants in it?	4.18 (3642)	4.29 (451)	4.28 (36)	4.31 (282)	4.18 (28)	4.25 (102)	4.33 (3)
that your family member's treatment plan is being followed by those who assist him/her?	4.22 (3631)	4.39 (452)	4.30 (37)	4.45 (282)	4.07 (27)	4.33 (103)	4.67 (3)
that the agency staff respect your family member's ethnic and cultural background?	4.37 (3597)	4.50 (436)	4.47 (36)	4.58 (272)	4.19 (27)	4.34 (99)	4.50 (2)
with the services that your family member receives?	4.24 (3671)	4.43 (451)	4.30 (37)	4.51 (281)	4.11 (28)	4.32 (102)	4.67 (3)
that services are provided for your family member in a timely manner?	4.15 (2546)	4.37 (236)	4.28 (18)	4.42 (180)	4.67 (3)	4.09 (32)	4.67 (3)
that the staff treats your family member with respect, courtesy, caring and kindness?	4.19 (1123)	4.47 (219)	4.53 (19)	4.61 (106)	4.16 (25)	4.35 (69)	- (0)
that the environment is clean and comfortable?	4.15 (1128)	4.46 (218)	4.58 (19)	4.55 (103)	4.16 (25)	4.39 (71)	- (0)
with opportunities for exercise and relaxation?	3.70 (1126)	4.31 (216)	4.37 (19)	4.46 (104)	4.17 (24)	4.12 (69)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	4.25 (210)	4.11 (19)	4.35 (102)	3.91 (23)	4.24 (66)	- (0)
with the childcare provided by the agency?	4.30 (84)	4.43 (7)	4.43 (7)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.							

## Some of the key findings were:

- Statewide, family members of consumers served by the Division of Alcohol and Drug Abuse reported that they were satisfied with services. All ratings were above a mean of 4.00 ("satisfied").
- Family members were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.50) and least satisfied with the meals being good, nutritious and in sufficient amounts (mean of 4.25).

# Satisfaction with Quality of Life

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women Family Member	CSTAR Adolescent Family Member	CSTAR General Family Member	GTS Adult Family Member	Methadone Family Member
with how your family member spends his/her day?	3.74 (3659)	3.76 (443)	3.86 (36)	3.64 (278)	3.59 (27)	4.08 (99)	4.00 (3)
with where your family member lives?	3.77 (3625)	4.01 (443)	4.08 (36)	3.98 (276)	3.85 (27)	4.11 (101)	4.00 (3)
with the amount of choices your family member has in his/her life?	3.67 (3662)	3.70 (447)	3.57 (37)	3.62 (281)	3.58 (26)	3.97 (100)	4.33 (3)
with the opportunities/chances your family member has to make friends?	3.84 (3649)	3.75 (448)	3.81 (37)	3.63 (281)	3.63 (27)	4.12 (100)	4.00 (3)
with your family member's general health care?	3.79 (3554)	3.95 (449)	3.97 (37)	3.97 (282)	3.52 (27)	3.99 (100)	4.33 (3)
with what your family member does during his/her free time?	3.79 (3647)	3.53 (447)	3.76 (37)	3.40 (280)	3.41 (27)	3.88 (100)	3.33 (3)
How safe do you feel . . .							
your family member is in his/her facility?	4.35 (1130)	4.57 (220)	4.68 (19)	4.63 (104)	4.21 (24)	4.58 (73)	- (0)
your family member is in his/her home?	4.32 (3608)	4.27 (451)	4.03 (36)	4.37 (284)	3.81 (26)	4.21 (102)	4.33 (3)
your family member is in his/her neighborhood?	4.10 (3612)	4.00 (450)	3.49 (35)	4.09 (283)	3.73 (26)	3.99 (103)	4.33 (3)
The first number represents a mean rating. Scale: ( <i>how satisfied are you...</i> ): 1=Not at all satisfied . . . 5=Very satisfied. Scale: ( <i>how safe do you feel...</i> ): 1=Not at all safe . . . 5=Very safe. The second number represents the number responding to this item.							

## Some of the key findings were:

- The family member responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Family members were most satisfied with safety in the facility (mean 4.57) and least satisfied with what their family member did during his or her free time (mean of 3.53).